Achievement of Performance Pledges (1 April 2004 to 31 March 2005)

(A) Enquiries

	Response Time		
By telephone or in person*	Immediate	Within 30 minutes	More than 30 minutes
	11,792 (100%)	0	0
In writing*	Within 5 working days	Within 6-10 working days	More than 10 working days
	39 (95.12%)	1 (2.44%)	1 (2.44%)

* Excluding enquiries on existing complaints

(B) Complaints

	Response Time		
Initial assessment / acknowledgement*	Within 5 working days (target: 80%)	Within 6-10 working days (target: 20%)	More than 10 working days
	2,905 (94.04%)	128 (4.15%)	56 (1.81%)

* Excluding potential complaints and cases outside jurisdiction or under restriction

	Cases outside jurisdiction or under restriction			Other cases		
Cases Concluded	Within 10 working days (target: 70%)	Within 11-15 working days (target: 30%)	More than 15 working days	Less than 3 months (target: 60%)	Within 3-6 months (target: 40%)	More than 6 months
	682 (62.63%)	374 (34.34%)	33 (3.03%)	1,331 (43.29%)	1,652 (53.72%)	92 (2.99%)

(C) Group visits and talks

	Response Time	
Requests for guided group visits	Within 5 working days	More than 5 working days
	44 (100%)	0
Requests for outreach talks	Within 10 working days	More than 10 working days
	7 (100%)	0